WebTrac FAQ

How do I register for a Program?
1. In the "Sign In" box, enter your User Name (your household identification number)* and your password (your home telephone number with area code, no spaces or dashes) and click "Sign In." Note: if you have used the system in the past you may have set your username and password to something different.
2. To register for an activity, you may search for a class by clicking a activity type or location option from the right hand side of the WebTrac Home screen, or choose "Activity Search" beneath the "Search-Browse option in the menu.
3. Browse the class listings and choose the cart icon to start creating the list of classes you would like to enroll in. You can add multiple classes to your enrollment list.
4. Once you are ready, select the "Enroll Now" button in the bottom left of you browser:

5. Select the family members that will be taking part in the program..
6. Please tell us how you found out about the class for which you are enrolling by selecting from the "How did you find out about the class."
7. Click on the "Add to Cart" icon.
8. Read the Disclaimer and choose "Yes, I agree."
9. Now the system will display 3 decision buttons. Click on "Continue Shopping" to register for another activity (Go back to step #3), "Pay Existing Balances" to view activities with existing balances owed, or click on "Proceed to Checkout" to pay for your registrations and go to step #10.
10. Select the type of credit card you wish to use. We accept VISA, Master Card, and Discover.
11. Click "continue" and you will be prompted to enter your 16-digit credit card number and your expiration date.
12. Choose to submit your payment and generate a receipt.
13. The confirmation page will display a link to view your receipt.
14. Your receipt should appear in your browser and you can print (printer icon) and/or save (disk icon) your receipt for your records.
15. Once you have closed your receipt, your transaction is complete and you can select from 3 options: "Return to home page," "Continue Shopping," or "Exit."
16. If you experience difficulties, please call our main office at 703-777-0343.

How do I pay a balance?
1. In the "Sign In" box, Enter your User Name (your household identification number)* and your password (your home telephone number with area code, no spaces or dashes) and click "Sign In."
2. To pay an existing balance, select the "My Account" option on the left sidebar and then select "Pay Existing Balances."
3. You will see a listing of all of the classes for which you owe. Just click on the shopping cart icon next to the activity for which you wish to pay.
4. Now the system will display three decision buttons. Click on "Add Another" to pay for another balance (Go back to step #4), "View Shopping Cart" to view a list of activities for which you have chosen to pay for in the current online session, or click on "Proceed to Checkout" to complete payment and go to step #6.
5. First, the system will allow you to review all of the payment selections that you have made. If you are satisfied with your selections, then click on "Proceed to Checkout."
6. Select the type of credit card you wish to use. We accept VISA, Master Card, and Discover.
7. Click "continue" and you will be prompted to enter your 16-digit credit card number and your expiration date.
8. Choose to submit your payment and generate a receipt.
9. The confirmation page will display a link to view your receipt.
10. Your receipt should appear in your browser and you can print (printer icon) and/or save (disk icon) your receipt for your records.
11. Once you have closed your receipt, your transaction is complete and you can select from 3 options: "Return to home page," "Continue Shopping," or "Exit."
12. If you experience difficulties, please call our main office at 703-777-0343.

*Generally, any household that has signed up for an activity with the Department of Parks, Recreation and Community Services since June 1, 2001, will have an account in our database. If you are unsure whether you are in our system, please call 703-777-0343 and ask one of our staff members.

How do I request a new account?

From our "Welcome to WebTrac" page, click on the link next to "Need an Account" and fill out the requested information. You will receive your account information via email in 2-4 business days (M-F).

I think I have an account already, but I have forgotten my household ID and/or password?

From our "Welcome to WebTrac" page, click on the link next to "To retrieve your ID and password" You will need to enter your email address on file and your ID/password will be sent to you.

How do I change my household information such as: address, phone number, or email address?

After you sign in, click on "My Account" and then select "Change Household Data".

How do I make changes to family member information such as: add a family member, change an incorrect age, or fix a misspelled name?

After you sign in, click on "My Account" and then select "Change Family Member".

How do I get copies of old receipts for my records or my flex account?

After you sign in, click on "My Account" and then select "Reprint a Receipt". Online records include the current and past calendar year's receipts.

How can I get a year-end statement of my eligible child care expenses for tax purposes?

After you sign in, click on "My Account" and then select "Print a Childcare Statement". You can print a statement for any year you wish and subtotal by month.

Key to WebTrac Icons

Icon	Description
	The Cart button with a green plus symbol will add the selected item to your shopping cart.
	The Cart button takes you to the screen where you begin the process to add the selected item to your shopping cart.
	The Cart button with a red minus symbol will remove the selected item from your shopping cart.
	The Cart button with a yellow warning symbol means the item is not currently available for purchase. Hover the mouse over this icon to get an applicable notice message.
	The Building icon will display location information.
	The Dollar Sign icon displays the fees for the item.
	The People icon displays enrollment counts and information.
	The Information icon displays the descriptive details for the item
	The Images icon will display a photo of the item if available.
	The Map icon will display the location of an item on a map, using either Google Maps or Mapquest.
	The Clock icon allows you to check the availability of the item.
	The Chart icon allows you to check the schedule and standings for a league.
	The Wishlist Icon with a green plus symbol will add the item to your wishlist.
	The Wishlist Icon with a red minus symbol will delete the item from your wishlist.
	The Wishlist Icon with a yellow warning symbol means that the item cannot be added to your wishlist.